



**LIBRARY BOARD'S AGENDA – APRIL 26, 2021**

Monday – 3:00 pm

**VIRTUAL MEETING ([LINK](#))**

or

**PHONE NUMBER 888 788 0099 (Toll Free)**

**(Webinar ID: 811 4849 6356**

**Passcode: 448922)**

**[The Library Board's Policy Committee will meet at 2:00 PM]**

**3:00 p.m. Call to Order, Confirmation of Resolution Adopting Procedures for Public Meetings, & Disposition of the Minutes of the Previous Meeting**

**3:05 Announcements & Public Comments.**

**\*Please consider leaving public comment in advance by emailing remarks to [director@jmrl.org](mailto:director@jmrl.org) to be read into the public record. Otherwise the comment period will be open via the above link or phone number.**

**3:10 Trustee Continuing Education**

1. Teacher Cards (Brittany Eversberg, JMRL Circulation Manager)

**3:25 New Business**

1. FY22 Schedule of Library Closings
2. FY22 Officer Nominations Process

**3:40 Committee Appointments and Reports**

1. Technology Committee Report
2. Employee Handbook Working Group Report
3. Policy Committee Report

**4:10 Old Business**

1. JMRL's COVID Response Plan Update
2. Proposed FY22 Budget

**4:40 Library Director's Report**

**4:45 Other Matters**

**4:55 Future Agenda Items**

**5:00 Proposed Adjournment**

**grow. learn. connect.**



# Jefferson-Madison Regional Library

201 East Market Street | Charlottesville, Virginia 22902 | (434) 979-7151 | FAX (434) 971-7035

## DRAFT v.01

### MINUTES OF THE MARCH 22, 2021 MEETING OF THE LIBRARY'S BOARD OF TRUSTEES

#### TRUSTEES PRESENT

President Marcia McDuffie (Nelson)

Carla Mullen (Charlottesville)

Vice President Wendy Wheaton Craig (Louisa)

James West (Greene)

Kathy Johnson Harris (Charlottesville)

Michael Powers (Albemarle)

Thomas Unsworth (Albemarle)

Tony Townsend (Albemarle)

#### TRUSTEES ABSENT

Lisa Woolfork (Charlottesville)

#### OTHERS PRESENT

David Plunkett, Library Director

Ginny Reese, Staff Reporter & Greene Manager

Jerry Carchedi, Business Manager

Zach Weisser, Specialist

Krista Farrell, Assistant Library Director

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#### CALL TO ORDER & DISPOSITION OF THE MINUTES OF THE PREVIOUS MEETING

The regular monthly meeting of the Jefferson-Madison Regional Library's (JMRL) Board of Trustees was convened

**VIRTUALLY WITH NO TRUSTEES PHYSICALLY CONGREGATED** on Monday, March 22, 2021 at 3:00 PM using videoconferencing software. (A recording of the meeting is available here:

<https://www.youtube.com/watch?v=40zYNwtWQrY>). The minutes for the February 22, 2020 Board Meeting were approved unanimously.

#### ANNOUNCEMENTS AND PUBLIC COMMENTS

Trustee Craig praised Trustee Woolfork's moderation of the Jacqueline Woodson Festival of the Book panel. The Friends will resume Sunday book sales again in March, and are exploring an additional location as well as "virtual trivia nights." Trustee Unsworth updated the Board on Scottsville's application to VDoT for sidewalk improvements; Scottsville was awarded a grant, but the total would be insufficient to cover the full scope of the project. Nevertheless, Scottsville Library would be the main terminus on the project.

#### TRUSTEE CONTINUING EDUCATION

##### *1. Bibliostat (David Plunkett)*

Director Plunkett provided information about Bibliostat, the reporting tool used by the State to collect data for the Public Libraries Survey each fiscal year.

#### NEW BUSINESS

##### *1. Vote on Policy 4.232 (Conduct in JMRL)*

Trustee Craig motioned to accept Policy 4.232 (Conduct in JMRL) as presented at the prior Board meeting. The motion passed unanimously.

#### COMMITTEE APPOINTMENTS AND REPORTS

##### *1. Five-Year Plan Committee Report*

President McDuffie presented the state of the Five-Year Plan. Goal 1, "Access and Outreach" and Goal 2 "Technology" are proceeding well. Section 3, Staffing, will see a review of salary compression issues. In FY22 a revised pay scale addressing state and federal minimum wage limits will be complete. Goal 4, "Collection" will see full update of the collection at Nelson Memorial Library by the end of FY21. FY22 will focus on enhanced financial support, including fundraising, for collection development; evaluating and updating the ESL collections, and developing a plan to update the digital collection. Goal 5,

"Finance," will include fundraising plans and exploring alternatives to Out of Area fees. With the completed renovations to Nelson Memorial Library, Goal 6, "Facilities" met a major benchmark.

*2. Employee Handbook Working Group (WG) Report*

Trustee Powers reported that the WG aspires to have a draft of section four (Workplace and Professional Conduct) for managers to review during the Managers Meeting on April 13. The Handbook is shaping up to be an "operational document." The WG is determining which information should be supported by codified legal principles or documents.

**OLD BUSINESS**

*1. JMRL's COVID Response Plan Update*

Director Plunkett reported that branches will continue to increase hours to offer as close to pre-pandemic operation hours as possible. Expanded hours will take a variety of formats. Two goals when the buildings open more fully are to continue to offer curbside service (which all branches have plans to continue) and virtual programming. The Emergency Planning Committee continues to plan for increased levels of "openness" and also changed quarantine requirements for materials to 24 hours or an immediate cleaning. Over 75% of staff have had at least one vaccination shot, and he estimates full immunization by early to mid April for staff who have participated in this program.

*2. Proposed FY22 Budget*

Director Plunkett reported that the all Jurisdiction staff had submitted budgets and they are in the hands of elected officials; all proposed full funding for JMRL except for Charlottesville, which proposed level funding. He continues to work with Charlottesville on the request (about \$35,000) which would largely treat COLA increases.

**LIBRARY DIRECTOR'S REPORT**

Director Plunkett reported on the 100 Years of Library Service Project. Trustee Harris provided an interview for Lorenzo Dickerson's film last week. The film is projected to be complete in July. JMRL continues to work with the Albemarle Charlottesville Historical Society on exhibit panels for the third floor of Central library. He believed the Budget Committee would have to distribute the cost of the \$15 minimum wage and associated salary compression adjustments costs over multiple fiscal years. Multiple members of JMRL's management, including Digital Services Coordinator Katharine Perdue, Branch Manager England, and Business Manager Carchedi, will be leaving JMRL by June 2021.

**OTHER MATTERS**

President McDuffie asked Trustees to email her regarding their stance on returning to in-person meetings.

**FUTURE AGENDA ITEMS**

Possible future agenda items include reports from the Personnel, Technology, and Budget Committees, as well as votes on Schedule 5.4 Schedule of Library Closings and Policy 4.225 Circulation Fines and Fees. The next regularly scheduled Board Meeting will take place on April 26, 2021 with the meeting format and location to be determined.

**ADJOURNMENT**

The meeting adjourned at 4:14pm.

(MM:DP:zw)

**2020-2021 SCHEDULE OF LIBRARY CLOSINGS**

(p)	July 5, 2021	Monday	Independence Day
(p)	September 6, 2021	Monday	Labor Day
	October 11, 2021	Monday	In-Service Day
(p)	November 11, 2021	Thursday	Veterans Day
(p)	November 25, 2021	Thursday	Thanksgiving Day
(p)	November 26, 2021	Friday	Day after Thanksgiving
(p)	December 24, 2021	Friday	Christmas Eve
(p)	December 25, 2021	Saturday	Christmas Day
	December 26, 2021	Sunday	Day after Christmas
(p)	December 27, 2021	Monday	Second Day after Christmas
(p)	January 1, 2022	Saturday	New Year's Day
(p)	January 17, 2022	Monday	Martin Luther King, Jr. Day
(p)	February 21, 2022	Monday	Presidents' Day
	April 17, 2022	Sunday	Easter (Central Library)
(p)	May 30, 2022	Monday	Memorial Day
(p)	June 20, 2022	Monday	Juneteenth

- (p) Indicates staff paid holidays.
- If a paid holiday falls on a staff member's non-work day, the staff member will be given compensatory time off to be used during the fiscal year at their supervisor's discretion.
- In addition to the above 13 paid holidays, eligible staff receive 2 personal days. New regular staff members are eligible for personal days after 90 days of service.
- Library closes at 5:00 p.m. on Thanksgiving Eve & New Year's Eve.
- **Central Sunday Openings:** September 12, 2021 thru May 22, 2021 (Sunday after Labor Day through Sunday before Memorial Day weekend).

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## Draft JMRL Tech Plan (FY22-24)

### FY22

#### Infrastructure

- Explore a desktop virtualization solution for all staff PCs including budgeting and evaluating hardware purchases
- Develop a formal process for acquiring and deploying staff laptops
- Perform a cost and needs analysis for acquiring a cell phone for each branch
- Gather information needed for JMRL to potentially pay for employee cell phone plans proportionate to work use
- Explore a digital platform for training staff on FOIA requirements for government employees
- Initiate, along with managers and administrators, the incorporation of technology skills into job competencies
- Explore the incorporation of technology skills into cross-training plans
- Implement digital employee hours and leave tracking system
- Explore a replacement for current print-and-mail notifications system
- Explore an improved managed credentialing system such as Active Directory or an LDAP system
- Plan a full replacement of current phone system at Central, Northside, Gordon Avenue, Bookmobile, & Crozet branches
- Explore a new backup/archival system
- Evaluate tech liaison system
- Evaluate and update technology security manual; implement cyber-security training for all staff
- Formally and permanently establish a digital library branch

#### Programming Support

- Acquire and support archival software for use by the Historical Librarian
- Work with the training committee to offer new technology training
- Continue offering technology workshops to staff on a rotating and as-needed basis



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- Explore creation or interest in web-based resource center with mini-tutorials for common technology questions from a staff perspective
- Conduct a training needs assessment
- Evaluate all teleconferencing and remote desktop control systems

### Public Resources

- Explore desktop virtualization for all public PCs
- Explore new remote printing software
- Explore installing PA systems in branches
- Explore installation of an “email express” PC station at all branches
- Continue offering technology workshops and other public programming on an as-needed basis
- Explore creation or interest in public web-based resource center with mini-tutorials for common technology questions
- Explore hosting a platform for local writers and media creators
- Explore and begin implementation of technology solutions to allow for hybrid physical-digital meetings and programming
- Evaluate hotspot lending program and explore other service providers for individual branch lending programs
- Evaluate all audio-video equipment system-wide and identify any upgrade needs
- Assess curbside service technology needs
- Complete website redesign and proactively collect feedback, followed by website launch.

## FY23

### Infrastructure

- Explore a new phone system at all JMRL branches that allows for better inter-branch communication
- Implement branch cell phones
- Streamline equipment budget request system to allow for better regional coordination and communication
- Implement findings from FY22 tech liaison system evaluation



- Explore and assess email, storage, and productivity software alternatives to G-Suite
- Explore and assess the production of a JMRL app (both Android/iOS)
- Explore replacements for library programming scheduling platform
- Create digital alternatives to all paper-based JMRL forms
- Evaluate and update technology security manual; implement cyber-security training for all staff
- Investigate alternatives to public PC management software system

### Programming Support

- Explore augmented reality technologies
- Work with programming staff to assess augmented and virtual reality programming needs
- Explore the feasibility of offering public library programming using Unity as a tool
- Explore and encourage broad application of API tools
- Assess all technology-related committees and subcommittees

### Public Resources

- Explore technologies that would be required to implement a JMRL Open Library location
- Explore new notification system that includes email, text, and phone
- Assess alternatives to the current JMRL wiki
- Develop a formalized system for gathering and interpreting data on public PC usage; evaluate current time limits and login systems and implement changes as needed

## FY24

### Infrastructure

- Evaluate surveillance cameras in each branch and make recommendations for upgrades
- Evaluate all goals from FY22 and FY23 in crafting the next Technology Plan
- Explore needs for an additional Digital Branch FT position





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- Explore needs for an additional Collections FT position focusing on API integration and digital librarianship
- Perform comprehensive technology assessment including hardware and software

### Programming Support

- Continue offering technology workshops and other public programming on an as-needed basis
- Implement system-wide Unity subscription and related library programming

### Public Resources

- Evaluate all audio-video equipment system-wide and identify any upgrade needs
- Explore the efficacy of library book vending machines at strategic community locations and/or at branches for after-hours lending service
- Explore the idea of publicly-accessible lockers for contactless hold retrieval and checkout
- Evaluate the technological needs for establishing library branch stations that provide holds pickups and dedicated WiFi
- Explore offering film digitization services



**Tier 2: Limited In-Building Occupancy and Limited Curbside/Driveup**

Library buildings will be open to the public, but limited in capacity at each location. Capacity will be limited to the maximum amount of a ratio of 8 patrons per public facing staff. Capacities for patrons at each location are:

<b>Central Library</b>	<b>64</b>
<b>Crozet Library</b>	<b>32</b>
<b>Gordon Avenue Library</b>	<b>24</b>
<b>Greene County Library</b>	<b>16</b>
<b>Louisa County Library</b>	<b>24</b>
<b>Nelson Memorial Library</b>	<b>16</b>
<b>Northside Library</b>	<b>48</b>
<b>Scottsville Library</b>	<b>8</b>

Individual departments may have additional capacity limits.

Bookmobile service will remain drop-off/pick-up at In-home care facilities, with the potential to add contactless hold pick-up at other locations.

Hours are approaching full service, but may be limited. Programming remains virtual. Meeting rooms will be made available as they can be emptied of stored furniture.

Patrons are encouraged to limit visits to two hours.

**For Staff**

- Staff should expect to work the hours they are scheduled by their supervisor during Tier 2. In-building work will be the norm, with work-from-home only available for specific tasks approved by an employee’s manager. Public interaction should be expected.
- Personal Protective Equipment:
  - Gloves, masks, face shields, contactless thermometers, service desk shields, and hand sanitizer are available for all employees to use during Tier 2.
  - Masks will be required of staff while in any public area or common space of a library building. JMRL staff must comply with this procedure. The only exception is an individual alone in a room behind a closed door. If this room is a shared space, then masks should be removed only for eating and drinking. Staff should try to limit unmasked time while eating or drinking to 15 minutes or less. Use of outdoor spaces for eating and drinking are strongly encouraged. No more than one individual in a room unmasked at a time.
  - Masks must cover BOTH nose and mouth while in any JMRL building.



- Gloves will be required of staff when handling returned materials. Gloves are optional when performing enhanced cleaning, but hands should be washed immediately afterwards. Gloves are no longer required when sharing staff work stations, surfaces, or supplies, HOWEVER any shared supplies (phones, keyboards, pens, etc) must be cleaned thoroughly between users. Frequent hand washing is recommended, and gloves are permitted and will be supplied for any staff who would prefer to continue to use them. If used, gloves should be replaced whenever they need to be removed, such as during break, for handwashing, or after handling freshly returned materials.
  - Please follow CDC guidelines for donning/doffing [gloves](#) and [masks](#). Staff should wash their hands frequently.
  - Reusable face shields will be available for use when service is required between any staff member and the public that cannot be conducted behind a service desk shield. This means especially during public computer help (see below for further details). No instance of service should be within 6 feet of a patron, but face shields are available for staff to use when they are not behind a service desk shield. There are enough face shields for each staff member to have their own.
  - Face shields do NOT replace a mask, both must be worn concurrently.
- Six feet of social distancing is recommended between all staff, and all staff and the public. At times, narrow entry points, navigation of floor space, and normal performance of job duties may require passing by at closer than six feet, but no interaction of that sort should be lasting.
  - Staff should complete a self-assessment procedure each time they enter a library building, and must sign their initials on the [Staff Daily Wellness Check](#) to document their assessment. The self-assessment is to affirm that the employee is free of COVID-19 signs and symptoms that are not attributable to another condition (such as seasonal allergies) and/or cleared by a health professional to be in the workplace. If staff are unable to affirm a clear health status, they can not enter Library buildings:
    - Cough
    - Shortness of breath
    - Fever
    - Chills
    - Muscle pain
    - Sore throat
    - New loss of taste or smell
    - Nausea, vomiting, diarrhea
    - Temperature self-checks available. Reusable contactless thermometers will be available at each branch. There are several per branch, and these must be shared, so please wipe down contact points after use.
  - Staff that cannot affirm a clear health status should return home, contact their supervisor, and use sick leave for the time missed. Supervisors and employees should consult with the Library Director on whether or not symptoms make the employee “Suspected to be infected with SARS-CoV-2 virus” which would engage the “Return to Work” protocols listed below.
  - JMRL’s plan for encounters with individuals who carry COVID-19, [based on guidance from the CDC](#):



- After a positive test or “close contact” with someone who has tested positive for COVID-19, staff should immediately notify their supervisor, who should notify the Library Director.
- A positive test by a staff member means a 10 day isolation period for that staff member. In order to be eligible for extended leave options, this staff member must be seeking a medical diagnosis or the advice of a healthcare provider.
  - “Close contact” per latest Health Department information means contact within 6 feet for more than 15 minutes or in direct contact with secretions from a person who was diagnosed with COVID-19 (e.g., being coughed or sneezed on, kissing, sharing utensils, etc.).
- Any staff in “close contact” with another staff member who has tested positive may need to quarantine, depending on their vaccination status.
  - “Close contact” in the workplace determinations will be made on a case-by-case basis between staff, managers, and the Library Director, and mitigation steps may vary. Staff will be informed of the potential time and dates of contact, but managers may not share medical information about any individual JMRL employees during this disclosure.
  - If “close contact” is determined in the workplace, staff members who had contact with the staff member who tested positive may need to seek a medical diagnosis or the advice of a health care provider.
  - **IF staff who have close contact with a positive individual are fully vaccinated (two weeks after final dose) then [they do not need to quarantine or be tested, as their risk of infection is low.](#)** Fully vaccinated people who do not quarantine should still monitor for symptoms of COVID-19 for 14 days following an exposure. If they experience symptoms, they should isolate themselves from others, be clinically evaluated for COVID-19, including SARS-CoV-2 testing, if indicated, and inform their health care provider of their vaccination status at the time of presentation to care.
  - Deep disinfectant cleaning may be scheduled for high-touch areas that the employee who tested positive used.
  - Branch or department closure may be necessary if widespread “close contact” would leave the location without enough staff to provide service.
- Any staff in “close contact” with another staff member who has had “close contact” with someone who has tested positive may continue to work. The Health Department considers these scenarios “contact of a contact” and classifies them as low-risk. If either staff member develops symptoms or tests positive for COVID-19, then further action will be taken as already described.
- Return to work ([from the State Standards for Infectious Disease Prevention](#))- An employee exhibiting any of the symptoms listed above should not come in to work. Employees may share their own health information with other staff, but managers will not share the reason for an employee's absence to other staff due to HIPAA. If the employee is “suspected to be infected with SARS-CoV-2 virus” they may return to work with one or more of the following conditions met:
  - With a confirmed diagnosis of another illness (e.g. the flu, common cold, allergies via in-person or Teledoc medical examination).
  - 10 days after the onset of symptoms, and 3 days after symptoms end.
  - With two (2) negative COVID-19 tests (taken 24 hours apart).



- If JMRL learns that a patron in the building during Tier 3 has tested positive for COVID-19, JMRL will attempt to identify areas that may require deep disinfectant cleaning. Staff and JMRL administration will work to determine if any “close contact” occurred between staff and the positive tested patrons, and if so a 10 day isolation period may be necessary for staff, depending on their vaccination status. JMRL will contact the Health Department to assist in any contact tracing to determine to what extent patron to patron “close contact” may have occurred.
- All materials returned from the public will be quarantined for 24 hours as per [Virginia Department of Health recommendations](#). Delivery does not need to be quarantined, as items have already been sitting. Materials from Tech Services do not need to be quarantined.
- Delivery will run on a regular schedule.
- In-person meetings/committee work may resume, however a virtual option must be available for any staff to attend.
- [Enhanced cleaning of high-contact areas in place](#). These procedures must be followed daily at each location.
  - Gloves are no longer required for enhanced cleaning, but are available and handwashing immediately afterward is recommended
  - Public restrooms to be used at individual’s discretion.
  - Water fountains out of service, except bottle fillers.
- Break room guidelines:
  - Staff should socially distance (at least 6 feet) while taking breaks in staff rooms, kitchens, or other shared spaces. Alternate break spaces should be considered.
  - All breakrooms will have furniture removed or rearranged to accommodate social distancing, and occupancy limiting signage will be posted.
  - Staff should clean up after themselves according to [enhanced cleaning guidelines](#).
- During Tier 2 service, public service staff should be aware of the location of other staff and the public in the building at all times. Staff will need to know what services and areas the public used in order to apply enhanced cleaning protocols, and also to avoid unintentional close contact.
- Managing Occupancy Limits: In-house head count - Count at the top of every hour (or if it just “looks crowded”). If too many people are in the building, then post someone at the door until enough people have left to get it back to occupancy max.
  - Pros: Staff won’t need to be posted at the door. Staff won’t have to ask anyone to leave (but may need to gently encourage people to allow others to use library services).
  - Cons: Staff would have to remember to count. Depending on the number of people in the building, staff may need to work the front door if capacity is full. Staff will need to be even more mindful of patron mask wearing.

**For the Public**



- Library buildings will be open to the public, but limited in capacity at each location. Capacity will be limited to the maximum amount of a ratio of 8 patrons per public facing staff. Capacities at each location are:

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- Individual departments may have additional capacity limits based on square footage.
- Bookmobile service will remain drop-off/pick-up at In-home care facilities, with the potential to add contactless hold pick-up at other locations.
- Hours are approaching full service, but may be limited.
- Programming remains virtual.
- Meeting rooms will not initially be available. Meeting rooms will be made available as they can be a) emptied of stored furniture and b) removed from the rotation of staff use.
- Patrons are encouraged to limit visits to two hours.
- All branches will continue to offer a more limited version of curbside/drive-up service during Tier 2.
- Face coverings/masks will be required for all those entering the library by state mandate. [By CDC recommendation, children under the age of 2 will not be required to wear a mask.](#) JMRL will offer free masks for patrons who are not wearing one, and will be asked to leave if they do not comply. Patrons will need to agree to wear face masks, otherwise only contactless curbside/drive-up service will be available.
- Social distancing is required, meaning 6 feet between all individuals, staff or the public.
  - Some furniture has been removed to encourage social distancing.
- No food or drink in public areas.
- Patrons are encouraged to use external bookdrops for library returns.



- Public restrooms will be available, with signage indicating “Restrooms are maintained, but are not on a frequent cleaning and sanitizing schedule. Use at your own risk.”
- Public computer access:
  - Public computers will be available.
  - Daily use is limited to 2 hours per user.
  - Staff will not be able to provide any close-contact computer support, meaning within 6 feet. Face shields are available for staff giving computer support from more than 6 feet away.
  - Printing is self service, staff are authorized to add manual charges to cards in lieu of cash transactions.
- Library materials will check out for their regular loan periods. Holds will expire on their normal schedule in Tier 2.
- No late fines will accumulate for returned materials, until a 24 hour materials quarantine is no longer necessary. Patrons should be strongly encouraged to make use of online payment formats in Tier 2 if they have previous fines to take care of, and cash handling should be very limited. While making change is permitted for printing/copying during Tier 2, staff may do the following to limit contact:
  - Add manual charges to patron accounts for printing/copying.
  - Override blocked accounts when patrons try to pay with cash; ask them to pay with debit or credit using the Library website. Mailing a check or waiting until Tier 2 are options as well.

*Important:* When overriding printer/copier, patrons are required to give staff adequate social distancing space.
- \$1 fee for replacement cards has been removed from JMRL’s circulation fees.
- Virtual card holders may check out items using verifying information, and will show ID when they come in physically in Tier 3 or beyond. Recent online-card applicants may have some errors in their identifying information, but all will have a message in their account saying “Created via OnlinePatronCreationForm v1” with a date.
- The following services are NOT available in Tier 2:
  - Notarization
  - Meeting Rooms
  - Donation drop offs at branches
  - Computers in any childrens or teen areas
  - Office supplies like pens, pencils, scissors, tape or staplers
  - No toys, games, puzzles, puppets, other in-library tactile materials
  - Toy Library
  - Virginia Discovery Museum Passes
  - MakerSpace
- The following services are available in Tier 2 (see below regarding limitations on items):



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**\*DRAFT\***

- Displays are at the discretion of the Branch Manager
- Health Literacy and Maker Kits
- ILL service is available, expect delays
- Bookclub Kits
- Proctoring
- State Park passes (without backpacks)
- Wifi Hotspots
- Summer Reading Prizes
- 3d Printing Service